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From: John P. Ward, x237Date: 06/29/2004 Time: 5:55 p.m.Operator: Judy Steinkraus x280 Matter: 4704.P020 10/021,877

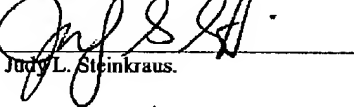
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Attorney's Docket No.: 4704.P020

Patent

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re Application of: Lurie

Examiner: Not yet assigned

OFFICIAL

Application No. 10/021,877

Art Unit: Not yet assigned

Filed: 12/14/2001

For: AN APPARATUS AND  
METHOD FOR ONLINE ADVICE  
CUSTOMER RELATIONSHIP  
MANAGEMENTCERTIFICATE OF FACSIMILE TRANSMISSIONI hereby certify that this correspondence is being  
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Sir:

Applicant respectfully requests status of the above-referenced application.  
No further reply has been received from the U.S. Patent and Trademark Office  
subsequent to the postcard confirming receipt of the Information Disclosure  
Statement as filed 12/02/2003 in the U. S. Patent and Trademark Office (copy  
attached).

Authorization is hereby given to charge our Deposit Account No. 02-2666 for  
any charges that may be due.

Respectfully submitted,

BLAKELY, SOKOLOFF, TAYLOR &amp; ZAFMAN

Date:

6/29/04

John P. Ward, Reg. No. 40,216

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BLAKELY, SOKOLOFF, TAYLOR & ZAFMAN LLP  
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Serial/Patent No.: 10/021,877 Filing/Issue Date: 12/14/2001  
 Client: Ingenio, Inc.  
 Title: AN APPARATUS AND METHOD FOR ONLINE ADVICE CUSTOMER  
RELATIONSHIP MANAGEMENT  
 BSTZ File No.: 4707, P020 Atty/Secty Initials: JPW/jxs  
 Date Mailed: 12/02/2003 Docket Due Date: NA  
 The following has been received in the U.S. Patent & Trademark Office on the date stamped hereon:

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<input type="checkbox"/> Application - Utility (____ pgs., with cover and abstract)	<input checked="" type="checkbox"/> Information Disclosure Statement & PTO-1449 (____ pgs.)	<input type="checkbox"/> Check No. _____
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<input type="checkbox"/> Application - Rule 1.53(b) Divisional (____ pgs.)	<input type="checkbox"/> Notice of Appeal	
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